

Title: AUDIO/VIDEO SERVICE QUALITY ANALYSIS OF CUSTOMER AGENT
INTERACTION
Inventor: Howard M. Lee 206-447-1336
Docket No.: 062403.P002

FIG. 1

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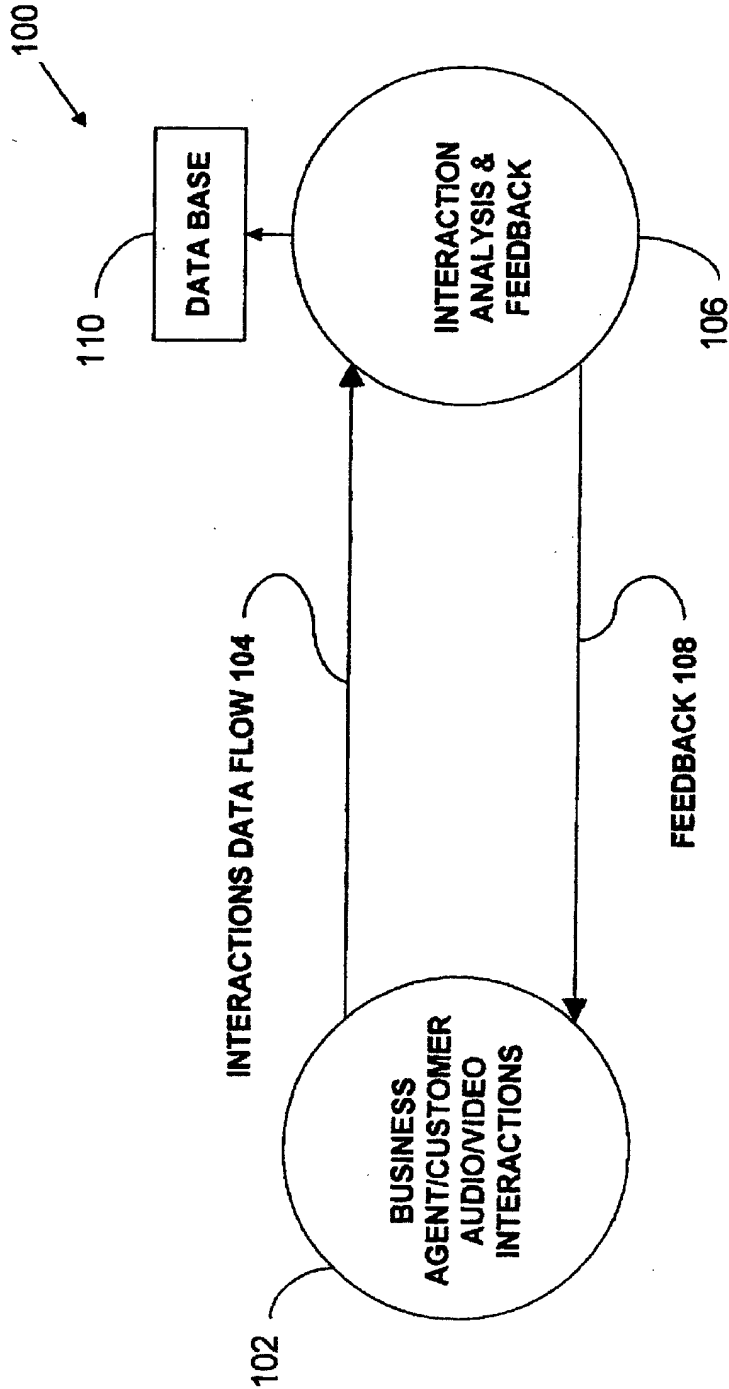


FIG. 2

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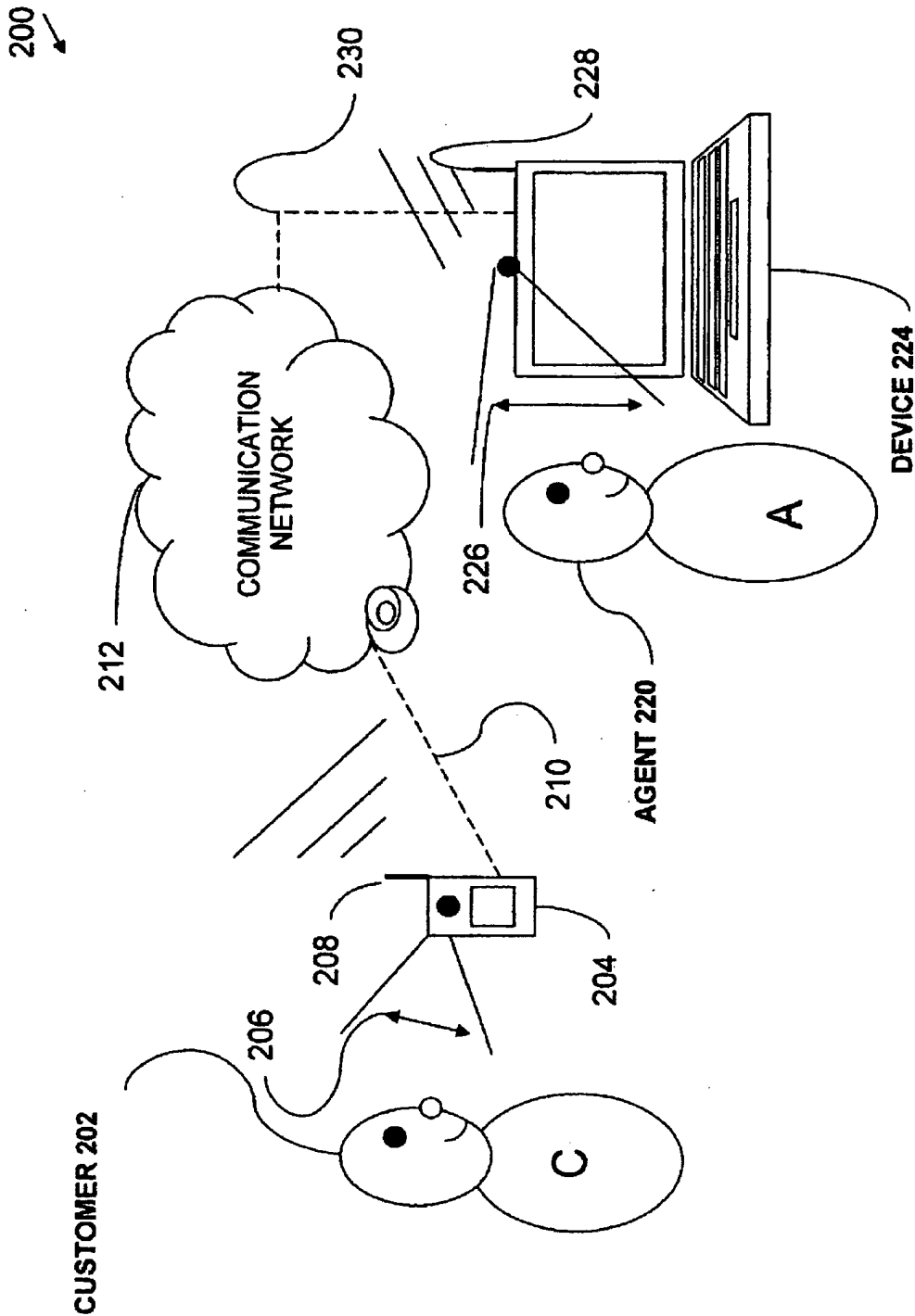


FIG. 3

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300 ↗

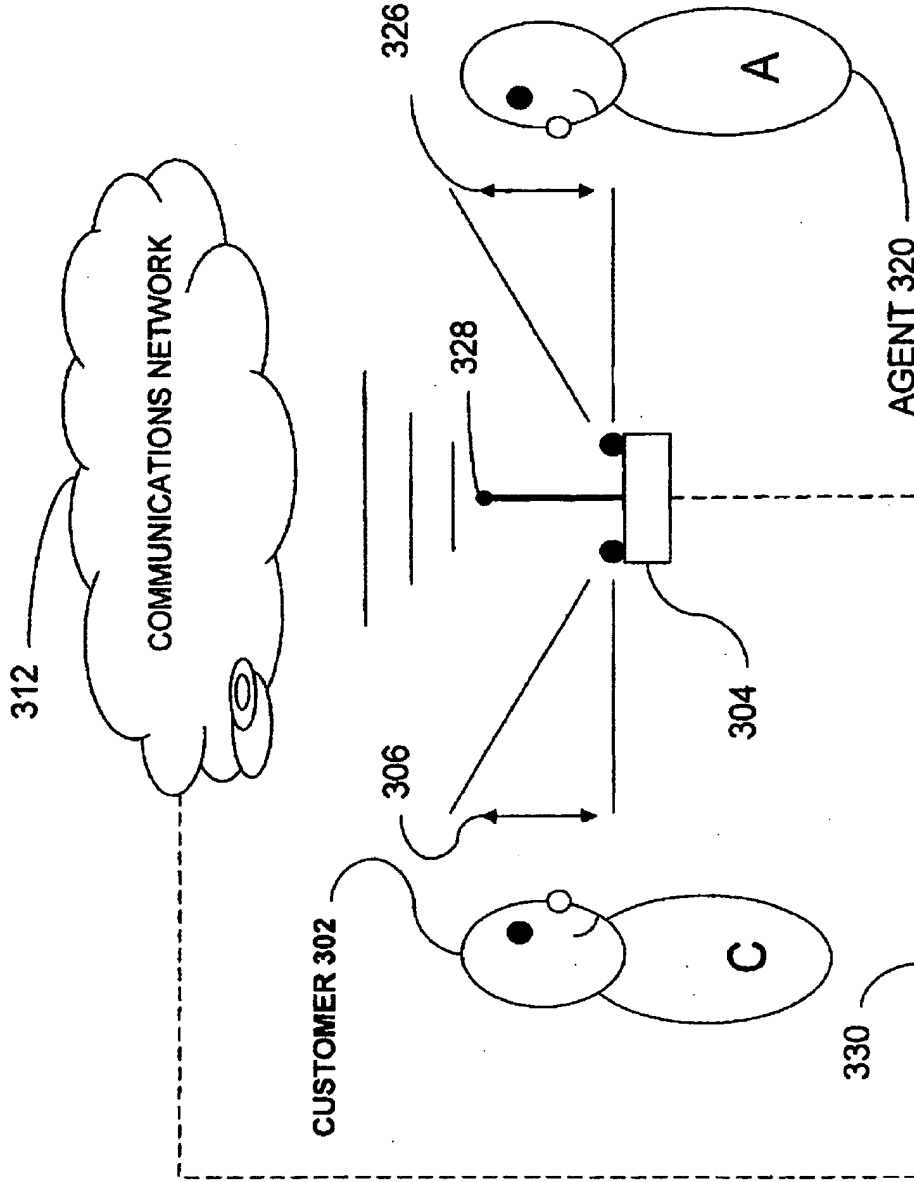


FIG. 4

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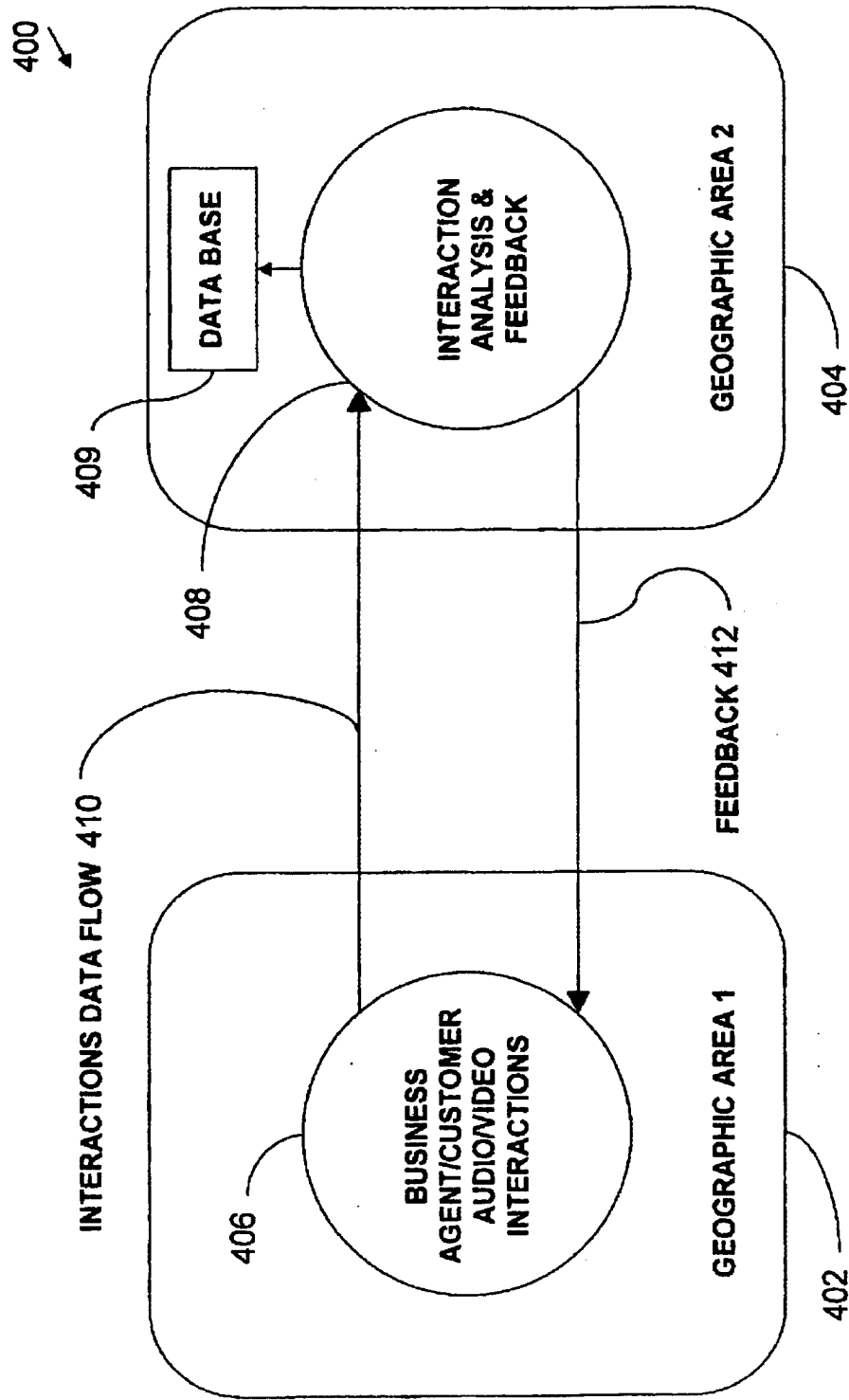


FIG. 5

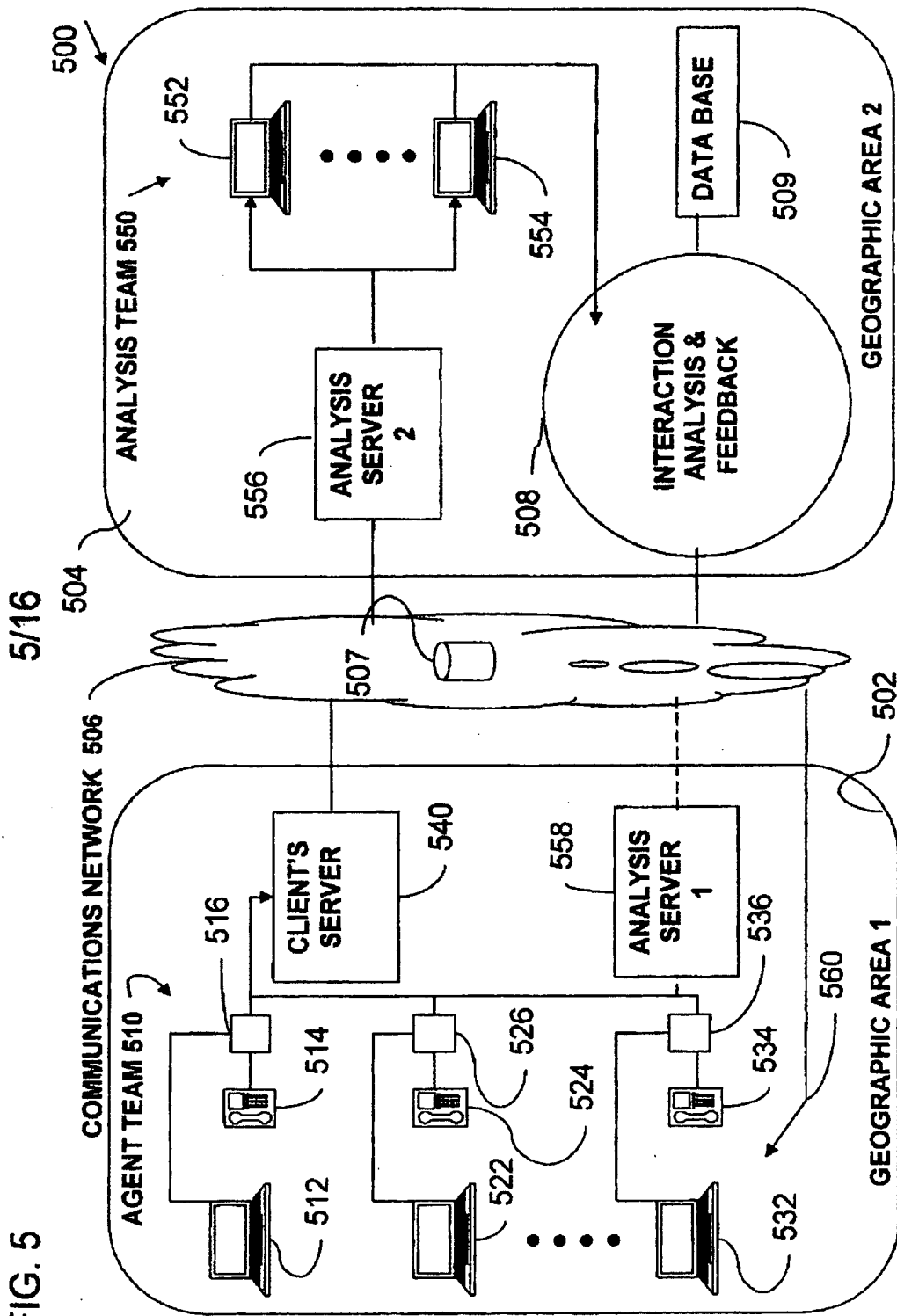


FIG. 6

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602
600

SCORING PARAMETERS

Moving forward all the UK RMA's will be shipped from the fulfillment center in France..Moving forward all the

Customer Service Competencies

Interaction Opening _____ 604

- Used Proper Greeting. Score: _____ 606
- Asked for Transaction ID. Score: _____ 608
- Verified the Customer's Information. Score: _____ 610
- Appeared upbeat and happy to be seeing the customer. Score: _____ 612

Comments: _____ 614

Interaction Visual Aspects _____ 616

- Clothing was appropriate and appeared neat Score: _____
- Posture was acceptable (sat up and didn't Slouch). Score: _____
- Appeared empathetic (facial expressions were acceptable). Score: _____

Comments: _____

Sales Presentation _____ 618

- Sales presentation was appropriate for the circumstance. Score: _____
- Agent didn't appear overbearing or intimidating. Score: _____

Comments: _____

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REPLACEMENT SHEET

FIG. 7

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700

Customer Service Skills (Appearance, Accent, and Voice)

- Used good grammar, avoids slang or jargon. Score: _____
- Rate of Speech mirrored that of customer. Score: _____
- Hold courtesies were followed. Score: _____
- Appeared and sounded confident, friendly, and polite. Score: _____
- Set customer's expectations, used empathy if necessary escalated to a supervisor if necessary. Score: _____

Comments: _____

702

Interaction Closing

- Offered additional products. Score: _____
- Used proper closing script. Score: _____

Comments: _____

704

Knowledge, Accuracy and Resolution

- Demonstrate knowledge of the product process. Score: _____
- Credit card authorization process followed. Score: _____
- Offered alternate products; add on sales. Score: _____
- Accurate and concise information was given to the customer. Score: _____

Comments: _____

706

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REPLACEMENT SHEET

FIG. 8

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800

802

Interaction Management

- Controlled interaction pace efficiently and length of interaction was appropriate to request. Score: _____
- Controlled interaction tone and length. Score: _____

Comments: _____

804

Sales

- Identified sales opportunities. Score: _____
- Suggested alternate compatible products in exchange for return. Score: _____

Comments: _____

806

Comments Summary:

808

Even Better Tips:

FIG. 9

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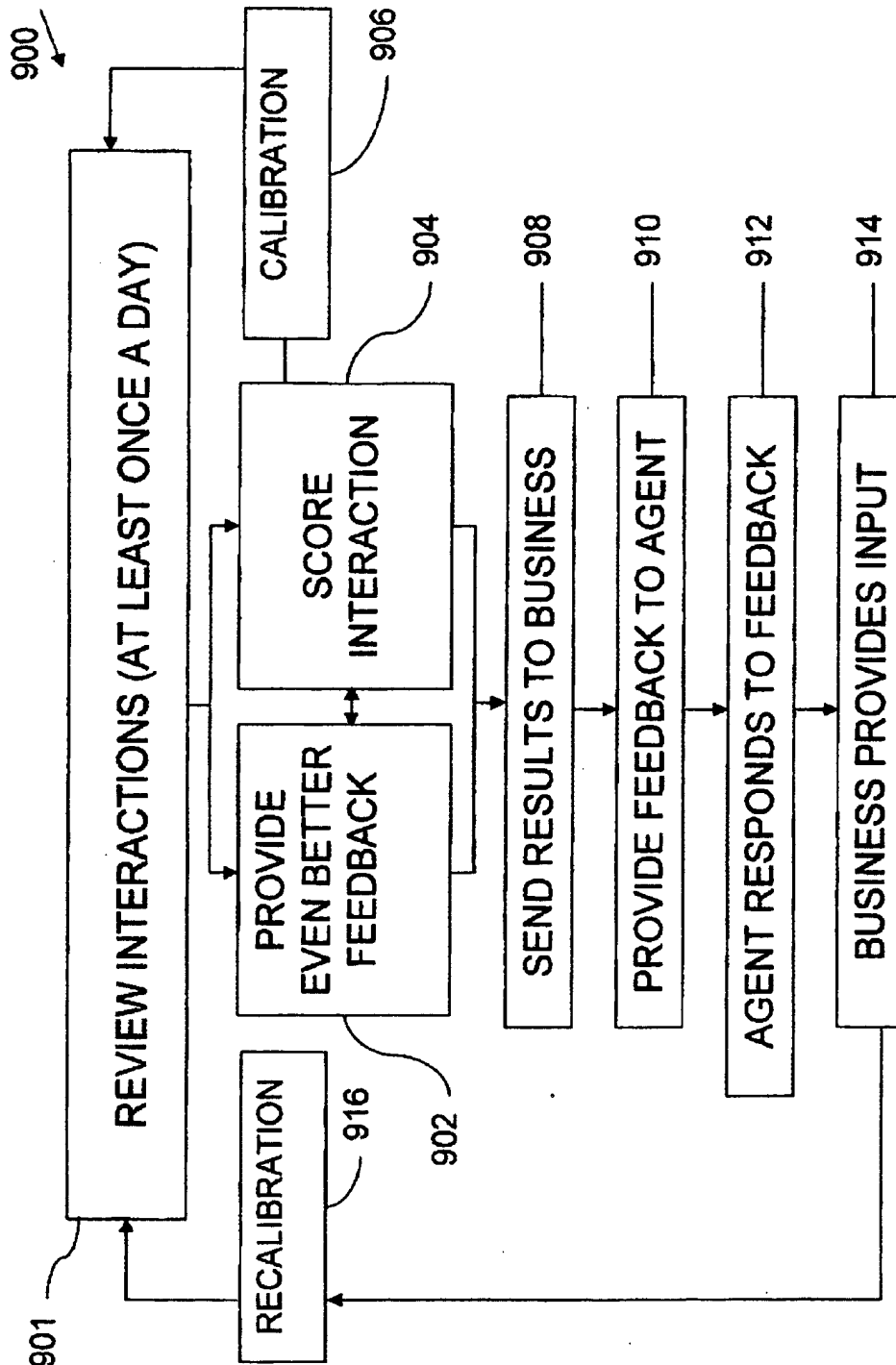


FIG. 10

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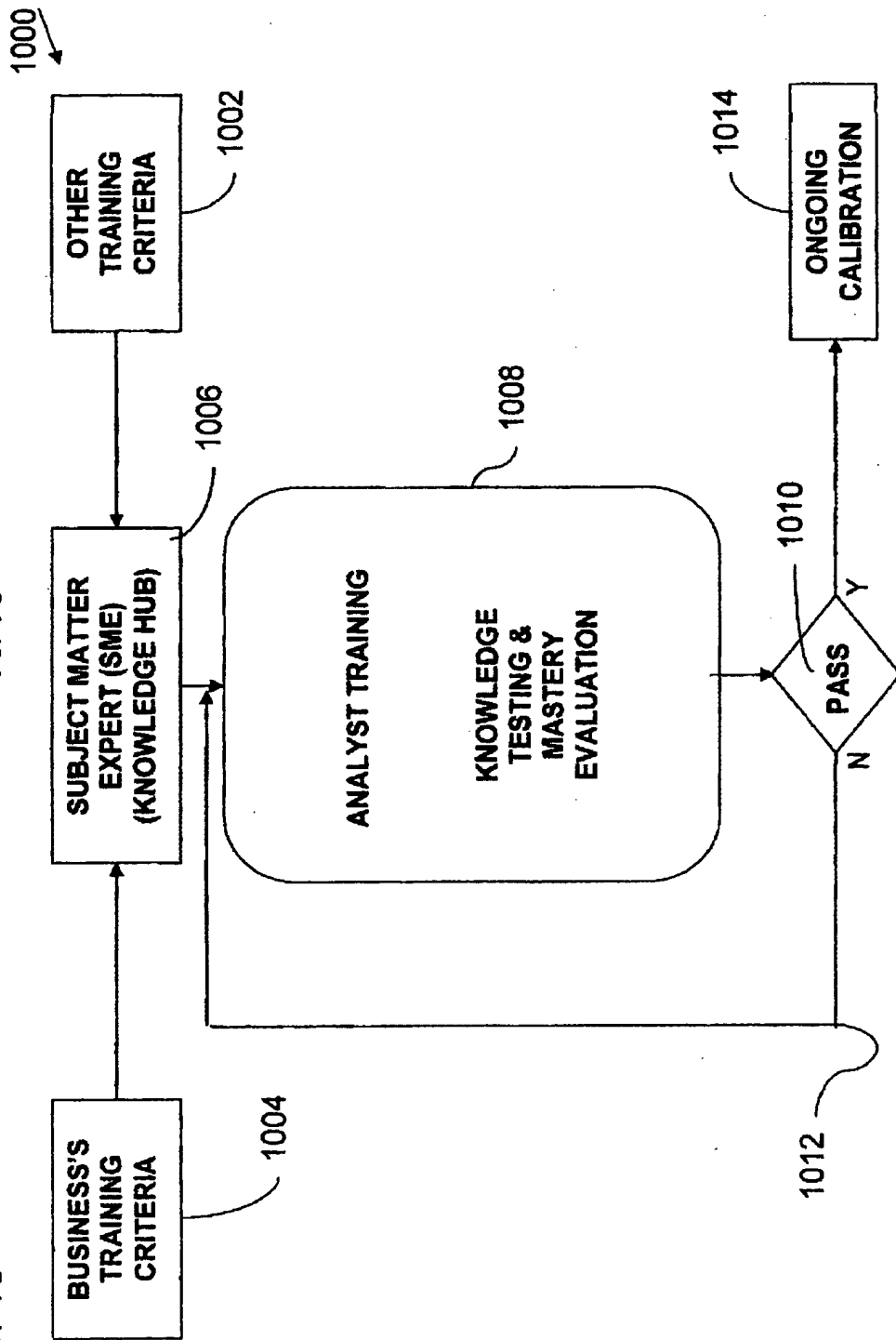


FIG 11.

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1112	1114	1116	1118	1120	1100
	CLIENT CALIBRATION	INTERNAL CALIBRATION	ATS	QUALITY AUDIT	
1102	-	-	-	-	-
1104	1 Hour Daily	1 Hour Daily	1 Interaction/ Agent/ Day	20% Interaction Monitoring	
1106	3 Hours Weekly	3 Hours Weekly	2 Interaction/ Agent/ Week	10% Interaction Monitoring	
1108	2 Hours Weekly	2 Hours Weekly	1 Interaction/ Agent/ Week	5% Interaction Monitoring	
1110	2 Hours Weekly	2 Hours Weekly	1 Interaction/ Agent/ Week	5% Interaction Monitoring	

FIG. 12

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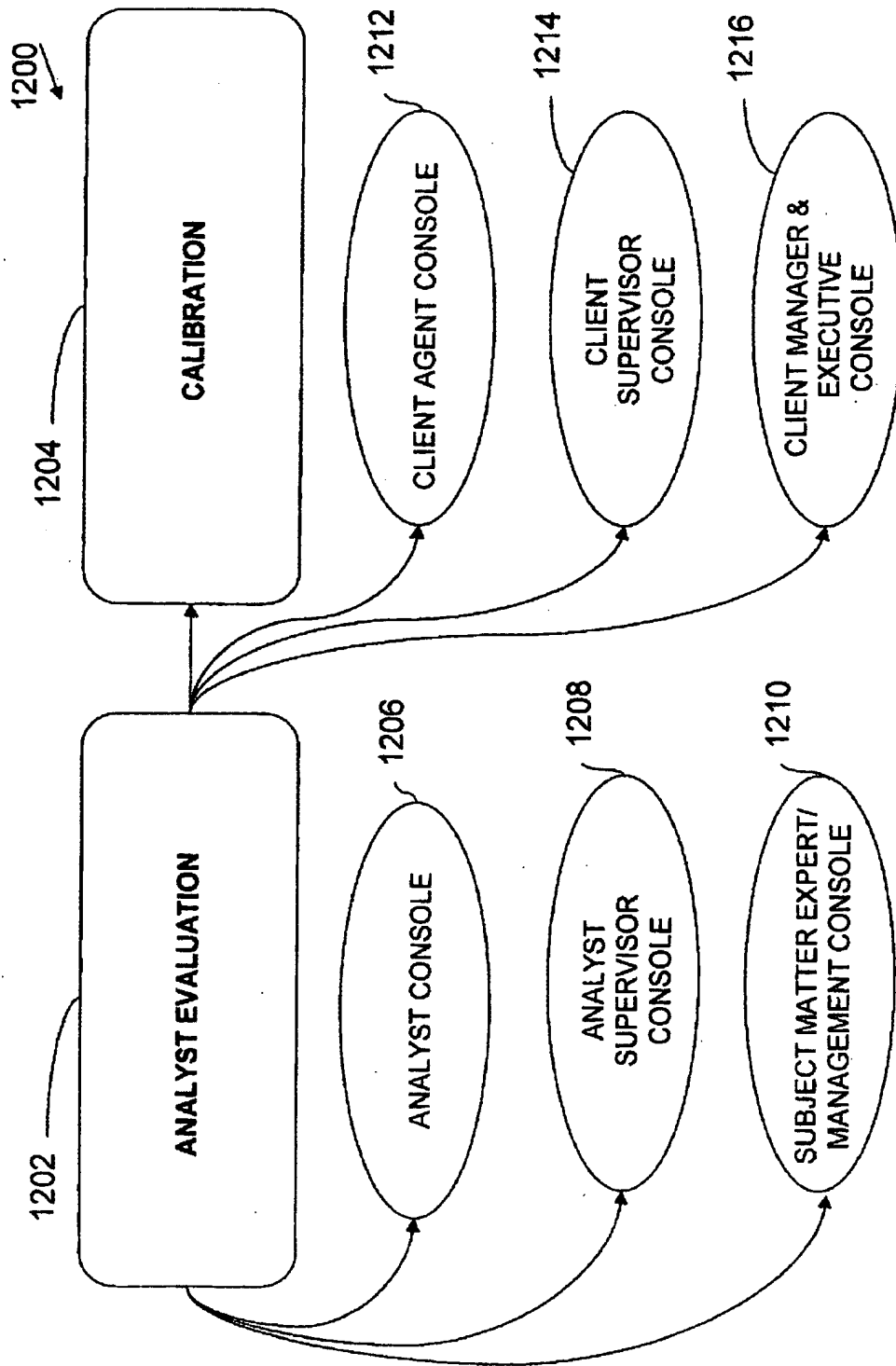


FIG. 13

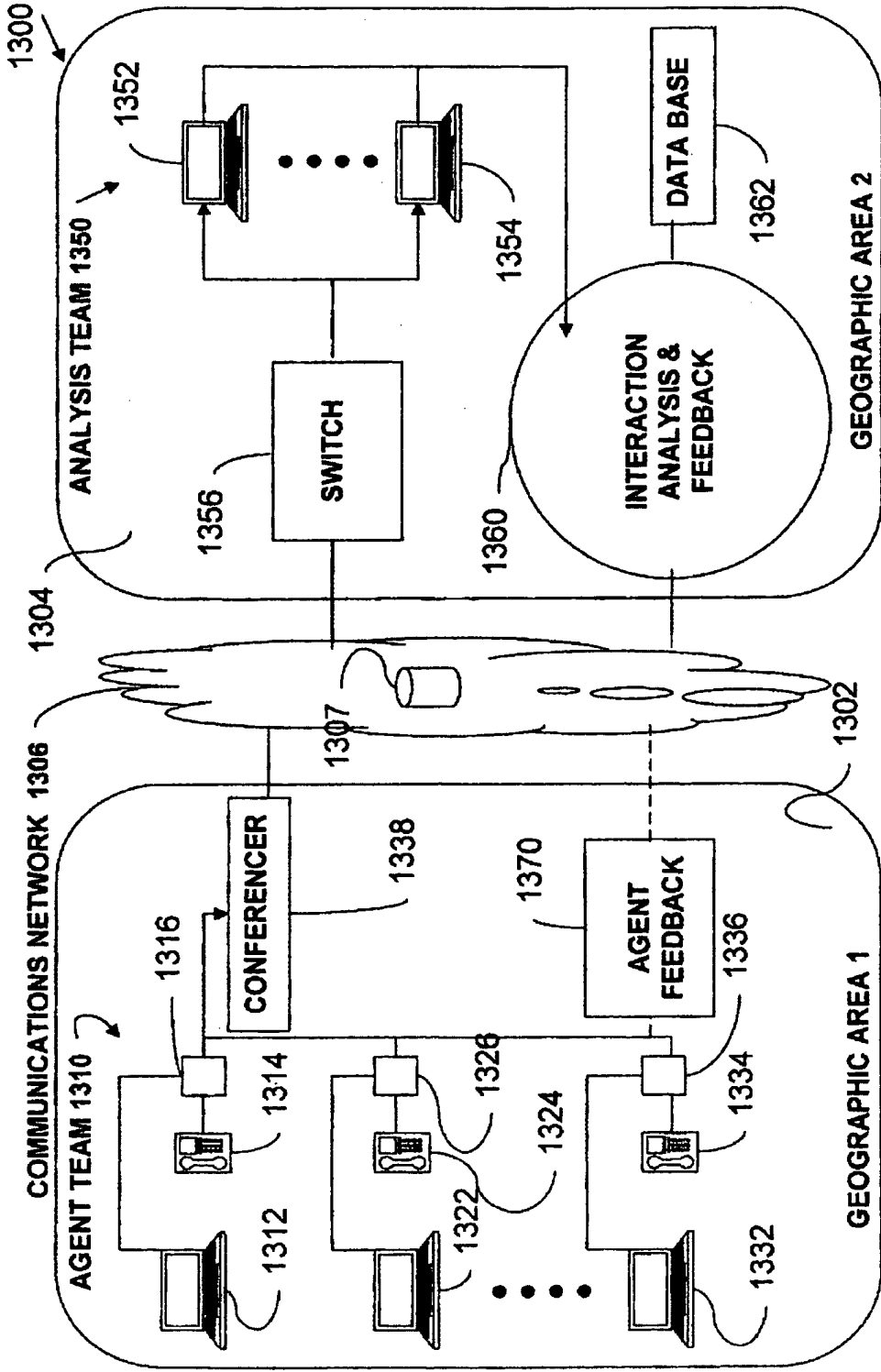


FIG. 14

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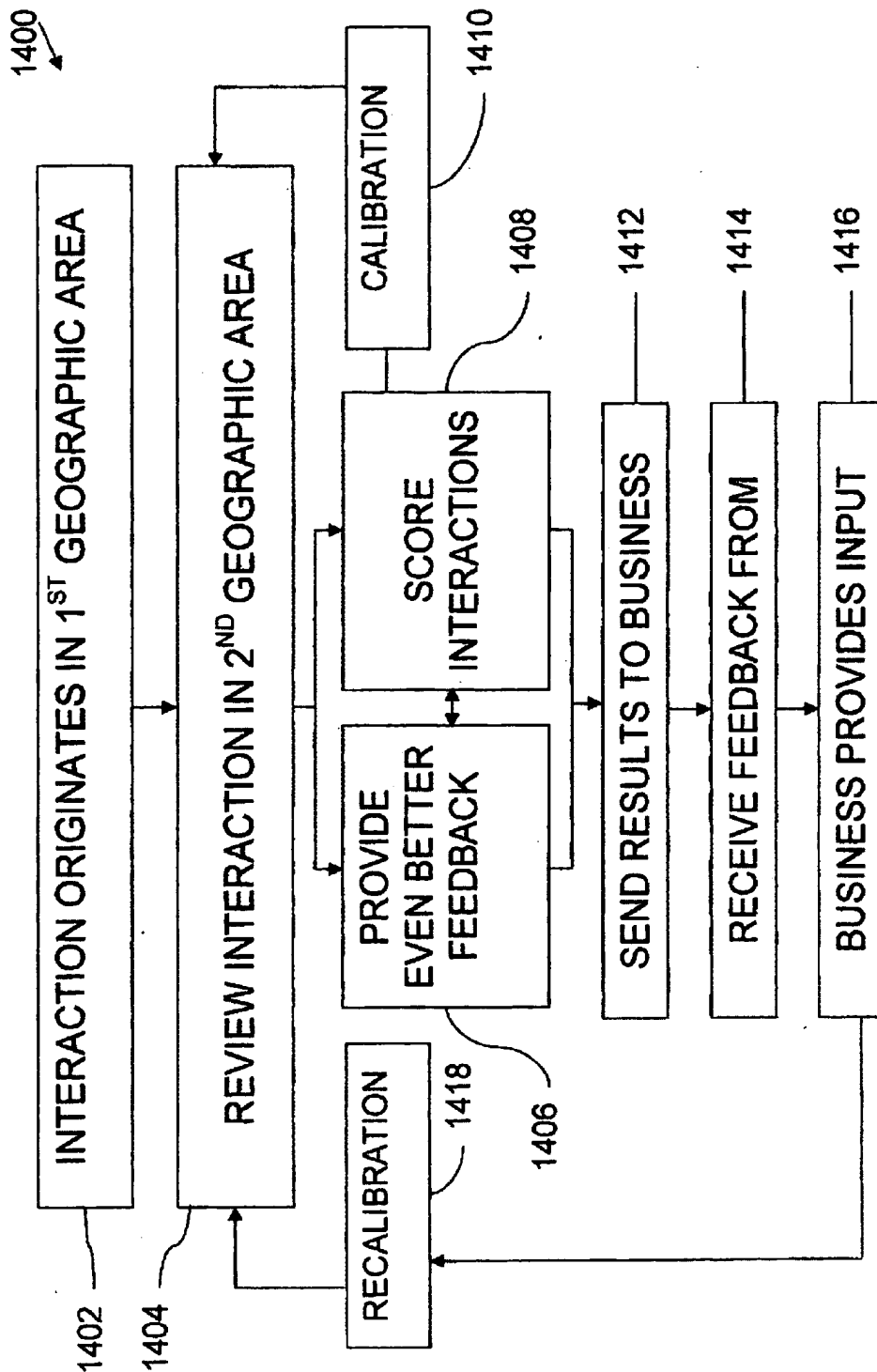
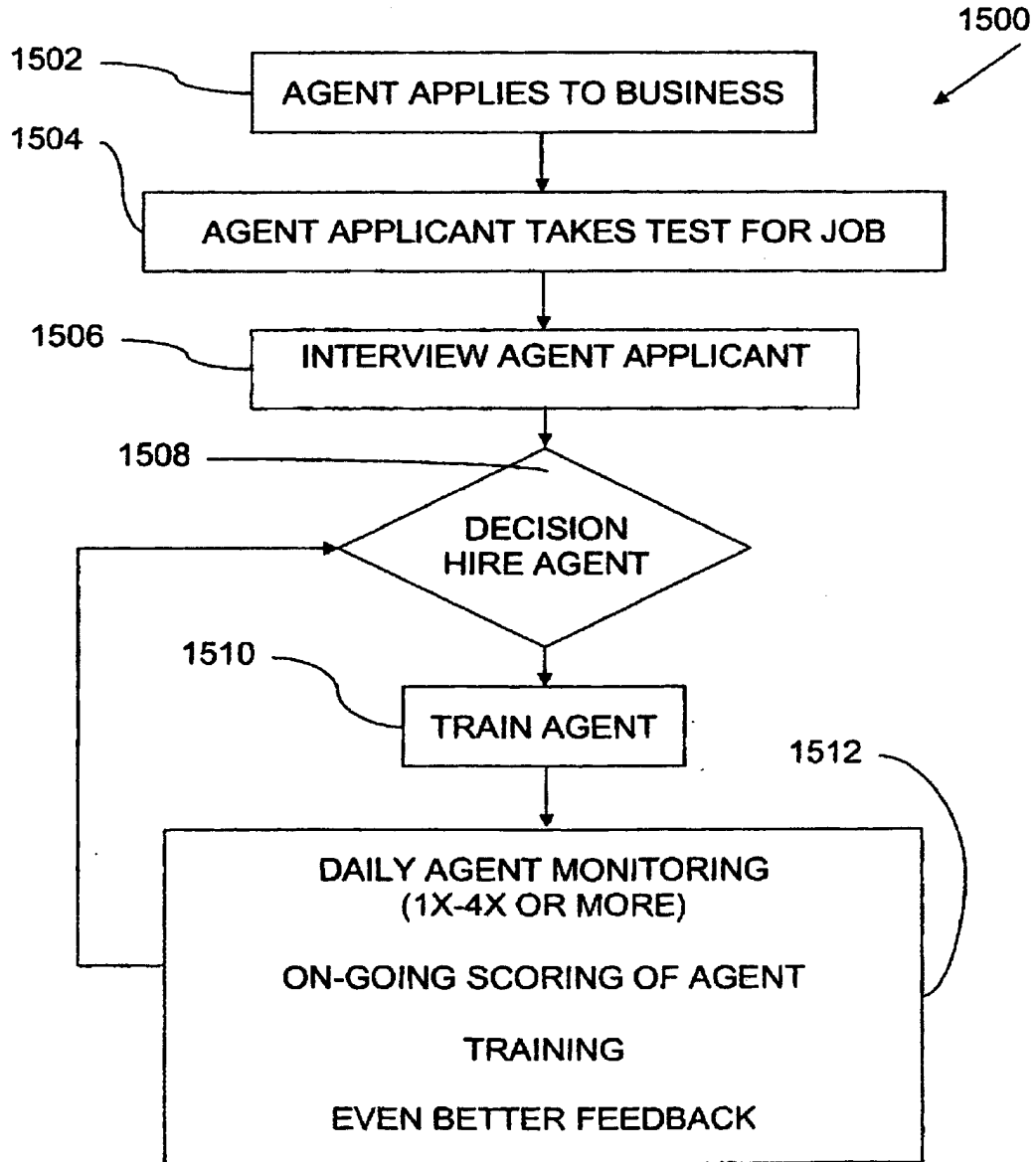


FIG. 15

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REPLACEMENT SHEET

FIG. 16

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1600

ACTIVITY PER AGENT	EXISTING AGENT PERFORMANCE	ENHANCED AGENT PERFORMANCE	% CHANGE ±
CALLS PER DAY	62	62	0
UP-SELL RATE	8.0%	8.8%	10%
Avg UP-SELL \$	\$25	\$28	10%
# of UP-SELLS	4.96	5.46	10%
UP-SELL REVENUE	\$124.00	\$150.04	21%

1610
REVENUE IMPROVEMENT = \$26.04

1612
MARGIN IMPROVEMENT (50%) = \$13.02

1614
AVERAGE ANALYST COST PER DAY = \$1.50

1616
ROI (PER DAY) $((\$13.02 - \$1.50) / \$1.50) \times 100 = 768\%$